

TRICARE

TRICARE, the military's health plan, is the source of health care for all military beneficiaries. It is free for active-duty personnel and their families. Active-duty personnel are enrolled in TRICARE Prime when they first process in at Fort Hood. Family members enroll or transfer enrollment in TRICARE Prime upon arrival at Fort Hood. For family members who choose to enroll in TRICARE Prime, comprehensive care is available from Carl R. Darnall Army Medical Center and its system of health clinics. Visit the TRICARE Service Center across from Carl R. Darnall Army Medical Center to enroll in TRICARE Prime or to transfer your enrollment from your last installation.

When you enroll in Prime or transfer your current Prime enrollment, your primary care provider is identified by name. The **Patient Appointment Service** (288-8888) will always attempt to give you an appointment with your provider. When your provider is deployed or otherwise unavailable, your appointments will generally be with a member of your provider's team.

Generally, families (both active duty and family members) receive health care at the same clinic unless the active-duty member's unit is assigned to a separate Troop Medical Clinic (generally, aviation units).

Although you have access to the best health care in the world, there are some important restrictions. Please be sure to read the TRICARE information given to you at the TRICARE Service Center. It provides you with important information about your responsibilities when you seek health care from sources other than military facilities and your responsibilities when you are away from Fort Hood and need health care.

TRICARE Prime Enrollment

TRICARE Prime: Eligible family members elect to enroll in a military clinic or with a local civilian provider. You are assigned a primary care provider that provides for your health care needs. This is a list of Darnall's Primary Care Clinics:

Family Care Clinic - Copperas Cove
819 East Highway 190542-3080

Family Medicine Residency Center - Darnall
1st floor, CRDAMC288-8280

Bennett Health Clinic (4th ID)
31st Street & Battalion Avenue618-8039

Thomas Moore Health Clinic
58th St. & 761st Battalion Ave287-5410

Monroe Troop Medical Clinic
72nd St. & Battalion Ave618-8767

Troop Medical Clinic #10
Bldg.90043 West Fort Hood288-9426

Troop Medical Clinic #12
Bldg. 7015 Hood Air Field285-6803

Troop Medical Clinic #14
Bldg. 56503 North Fort Hood287-5307



Important Phone Numbers

Ambulance
911

Appointment Services (All clinics)
288-8888 or 1-800-305-6421

Cancel Appointments
288-7777

Health Benefits Adviser
288-8155

Information Desk
288-8000

Pharmacy
288-8800/8100
M/T/W/F: 8 a.m. - 7 p.m.
Th: 9 a.m. - 7 p.m.
Sat./holidays: 8:30 a.m. - 5 p.m.
Sun.: CLOSED

Pharmacy Refill Line
288-8911 or 286-7295

Patient Representative
288-8156

TRICARE Customer Service Center
Bldg. 36023, Santa Fe Avenue
Across from Darnall
1-800-444-5445



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Carl R. Darnall Army Medical Center

Health Care Access Guide

"ONE TEAM"



Welcome



Carl R. Darnall Army Medical Center Health Care Services

Carl R. Darnall Army Medical Center operates a system of family clinics and troop medical clinics. You will receive most of your health care in these clinics. When clinics cannot provide the appropriate care, you may be referred to Carl R. Darnall Army Medical Center or other hospitals in the TRICARE network. Our clinics offer the following services:

- Well-Baby/Well-Child Exams
- Well-Woman Exams
- Physicals
- Minor Illness/Injury
- Minor Surgery
- Radiology, Laboratory, and Pharmacy
- Management of limited chronic illnesses

If you have a special medical problem that was being treated at your previous installation and you need care or an appointment immediately, please visit the TRICARE Service Center.

Health Care for Soldiers

Soldiers receive their health care at Troop Medical Clinics and health clinics designated by their units. On a yearly basis, Soldiers update their medical information at the Soldier Medical Readiness Center in the Thomas Moore Health Clinic on 58th Street. Services include: physical examinations, medical processing, Unit Annual Medical Reviews, and Soldier Readiness Processing for deployment. Operating Hours are Monday through Friday between 7 a.m. - 4 p.m.

Health Care for Pregnant Women

Women receive their prenatal care in the Women's Health Center and the Carl R. Darnall Army Medical Center's Family Medicine Residency Center. If you have a positive home pregnancy test, you may schedule your prenatal registration appointment by calling the **Women's Health Center, 254-286-7780**, or the **Patient Appointment Service, 254-288-8888**, Monday through Friday between 7:30 a.m. and 4:30 p.m. If you are uncertain if you are pregnant, please contact your medical clinic for pregnancy testing.

Health Care for Children

Pediatric care for children from birth to 18 years of age is available from your Primary Care Manager. Children receive comprehensive examinations and immunizations during Well-Child visits. Please bring medical records and all shot records to the appointment. Children with special medical problems are enrolled in the Exceptional Family Member Program (EFMP). EFMP Enrollment can be completed in the Pediatric Clinic.

School Immunizations and Sports Physicals

Each summer, usually in July or August, Carl R. Darnall Army Medical Center holds a School and Sports Physicals Clinic for children entering local schools. The event is held to ensure children receive the immunizations required by the state of Texas for entry into school. Children age 4 through 18 years old can get shots required by the state of Texas. Parents must bring their children's military ID card (providing proof of military eligibility), shot record, and medical record for screening.

Look for information about this event in the Fort Hood Sentinel and other local newspapers. If you are unable to attend the School and Sports Physicals Clinic, children ages 7 and older can be taken to the Allergy Clinic at the Thomas Moore Health Clinic (walk-ins) Monday through Friday between 1 and 4 p.m. or call the **Patient Appointment Service, 288-8888** to schedule an appointment.

Dental Care

Soldiers receive dental care at unit-designated dental clinics on Fort Hood. Spouses must enroll in the TRICARE Dental program at the TRICARE Service Center.

Self-Care Program

Through the Self-Care Program, you can attend a class and receive a card that entitles you to free, limited quantities of over-the-counter medications at Darnall's pharmacies. Just attend one class which includes the following subjects: *The Concept of Self-Care*; *Common Conditions That Can Be Treated at Home*; *Managing Over-the-Counter Medications*; and *Recognizing Symptoms That Need Emergency Medical Treatment*. To enroll, call the **Appointment Service, 254-288-8888**.

Emergency Center

Patients are seen according to the seriousness or severity of their medical problems in Carl R. Darnall Army Medical Center's Emergency Center.

Appointments

Call the **Patient Appointment Service, 254-288-8888**, for all appointments in all clinics. Patient Appointment Service hours are Monday through Friday from 7 a.m. to 4 p.m. and closed weekends and federal holidays. **For Cancellations call 254-288-7777.**

TRICARE Prime patients are guaranteed access. There is limited space-available for non-Prime patients.

Access Standards

- Travel to your PCM should not exceed 30 minutes from home.
- Office waiting time should not be more than 30 minutes.
- Appointments within 24 hours for acute illnesses.
- Appointment within 28 days for wellness visits.

Health Care Resources

The best source for information about your health is your primary care provider. However, when he or she is not available, there are numerous other sources for health care information. Carl R. Darnall Army Medical Center's Population Health Clinic on the third floor is an excellent resource center. All of Darnall's clinics have a variety of educational materials and brochures. The TRICARE Service Center in building 36023 across from Darnall's main entrance also has a large supply of educational and informational brochures. If you prefer to use the telephone for information, call the Humana Audio Health Library, **1-877-217-7946**, or the TRICARE Information Service, **1-800-DOD-CARE**.

Carl R. Darnall Army Medical Center Web Site

Carl R. Darnall Army Medical Center's web site has useful information about our services, hours of operation, clinics, TRICARE, and more. It has special sections for Soldiers and families. You can request an appointment and request prescription refills online. If you are looking for information about Carl R. Darnall Army Medical Center, its clinics, and other health care subjects, visit our web site at www.hood-meddac.army.mil

